RULES AND REGULATIONS
OF SUWANNEE WATER AND SEWER DISTRICT

I. Definitions:
Account Holder:
For residential service shall mean all adult persons who will occupy the dwelling, unit or property.
For commercial service, shall mean the business owner or the legal entity that will occupy the building, structure or property to which service is provided.

Property Owner: Shall mean all persons or entities who hold any interest in the fee title to the property upon which the dwelling, unit, building or structure is located, as evidence by the public records of Dixie County, Florida.

Residential Service: shall mean service to a single-family dwelling, R.V., individual residential unit in a multiple dwelling building.

Commercial Service: Shall mean any service which does not meet the definition of residential.

II. Application for Service; New Service; Account Agreements:
(a) Any person seeking to obtain water and sewer service shall make application for service on an application form and account agreement provided by the District. The form shall be completed in full and submitted in person at the District Office during business hours together with a new account fee and the required deposit as determined by the District.
(b) The application and account agreement for residential service shall be signed by the account holder(s) and by the property owner(s).
(c) The application and account agreement for commercial service shall be signed by the owner(s) or an authorized officer or agent of the account holder(s) and by the property owner.
(d) If any proposed account owner or property owner owes the District for any existing or closed, delinquent or unpaid account(s), the new service shall not be provided until all such amounts are paid in full.
(e) It shall be the responsibility of the account holder to notify the District within 10 days of any change of address for noticing and/or billing.

III. Deposits.
(a) The purpose of the deposit is to ensure that the District holds sufficient funds for each account in order to pay the account balance in full in the event that the account holder fails to pay outstanding charges to the District.
(b) The deposit for residential service shall be equal to two months minimum monthly bill for all water and sewer services and fees.
(d) The District may increase the required deposit for any account if it determines that, because of an increase in minimum monthly charges, an increase in the per gallon rate or an increase in projected or actual usage, the existing deposit is insufficient to achieve the purpose set forth in subsection (a) above. The amount of the increased deposit may be billed separate from the regular bill or may be added to the regular monthly bill. If billed separately, the increased deposit must be paid within 10 days of billing.

(e) If an account holder has held another account with the District, active or closed, which was disconnected for failure to pay or for violation of any rule or regulation, then the required deposit as calculated under (b), (c) or (d) above shall be doubled.

IV. Monthly Charges; Payment; Suspension of services; Reconnection

(a) A minimum monthly charge shall be paid for water usage not exceeding the minimum monthly gallonage. A charge for each additional 1000 gallons or portion thereof over the minimum monthly gallonage shall be paid by residential and commercial users.

(b) A minimum monthly charge shall be paid for sewer usage not exceeding the minimum monthly gallonage. A charge for each additional 1000 gallons or portion thereof over the minimum monthly gallonage shall be paid by residential and commercial users. The sewer usage shall be equal to the water usage.

(c) A fixed monthly grinder pump fee shall be charged to all residential and commercial accounts.

(d) Meters will be read monthly. Water and sewer usage will be based on the water meter readings for the period between the meter readings. Bills will be rendered on or about the first day of each month. Payment in full off the bill is due upon receipt of the bill. A late fee will be imposed for any bill not paid by the 25th of the month.

(e) Any account for which the bill has not been paid in full by the 5th of the following month is subject to suspension of services.

(f) District will apply the deposit against the total amount due under the account and close the account at the end of a 6 month period. *Note, the 6 month period starts on the date referenced in paragraph IV(e) above. If the deposit is insufficient to pay the total amount due, the District will bill the account holder and all property owners for the account.

(g) Following the suspension of services for failure to pay a bill, fees and cost shall be assessed as follows:

i. If the request is made from day 1-60 a charge of $200.00 shall be added to the minimum monthly rates and fees that have accrued.

ii. If the request for reconnection is made from day 61-120 a charge of $400.00 shall be added to the minimum monthly rates and fees that have accrued.

iii. If the request for reconnection is made from day 121 until the running of a one year period a charge of $800.00 shall be added to the minimum monthly rates and fees that have accrued.

iv. If the request for reconnection is made from one year and one day to two year period a charge of $1,000.00 shall be added to the minimum monthly rates and fees that have accrued.
v. If the request for reconnection is made from two years and one day to three years period a charge of $1,400.00 shall be added to the minimum monthly rates and fees that have accrued.

vi. If the request for reconnection is made after three years and one day an amount equal to a new reconnect fee must be assessed.

(h) The District may at its option move forward with the process of collection of the debt including but not limited to placing a lien on the real property.

V. Obstruction of meters, re-read:

If a meter is unable to be read due to any obstruction including but not limited to dog(s), locked gate(s), boat(s), vehicles(s) a charge will be assessed to re-read the meter.

VI. Complaints; Adjustments to Account;

(a) Complaints by an account holder regarding billing errors shall be presented to the District in writing within 10 days after billing date. Thereafter, bill shall be presumed correct as against the account holder.

(b) The District will endeavor to determine the validity of a complaint and advise the account holder before the 25th, however, the existence of a pending complaint will not excuse the requirement of payment in full of the bill and will not excuse or toll, the accruing of any late fees, penalties or delay suspension of services.

(c) Upon the account holder’s request and payment of the required fee, the District shall re-read a meter.

(d) Upon the account holder’s request and payment of the required fee, the District shall remove and test a meter. The fee will be refunded if the meter is found to be faulty by more than 1% of the correct volume.

(e) The District Manager shall have the authority to make adjustments for clear clerical, billing or meter reading errors and to refund any late fees or penalties charged in error.

(f) If an account is undercharged due to a broken or faulty meter and the correct usage cannot be determined, the District will estimate the correct charge based on historical usage for the account.

(g) Account holders shall bring all unresolved issues concerning complaints adjustments or disconnections to the board within 60 days of the occurrence. These issues shall be brought before the board by account holder taking the necessary steps to be placed on the appropriate agenda of the monthly meeting of the District Board.

VII. Piping, Lines, Equipment an Access:

(a) The District, at its option, may install its meter at the property line, or if an easement is granted to the District, on the account holder or property owners private property.

(b) When two or more meters are installed on the same property for different account holders, they shall be closely grouped and each clearly designated as to which account holder the meter applies.
account holder in accordance with the District’s rules and regulations and in full compliance with the sanitary regulation and other applicable law. All such piping, equipment, apparatus, electric connections shall be installed so that the connections are located for convenient connection to the District's facilities.

(d) The Customer shall ensure that the District's equipment and infrastructure, including but not limited to meters, grinder pumps, etc., is not obstructed in any way. If such items such as the meter are obstructed the Customer may be assessed re-reading fees, the District may remove the obstructions and bill the account holder. The District may remove the obstruction to the District's equipment and infrastructure and bill this cost to the Account holder or property owner. The Account holder or property owner will hold harmless the District for the District's action in removing such obstructions.

(e) The District or the District's designee(s), shall have access at all reasonable hours to the premises of the Account Holder and the Land Owner for the purpose of installing and removing District property, reading meters or any other purpose in connection with the District's service and facilities.

(f) Any meter which is installed on private property shall be placed and maintained at the consumer's expense so that it is unobstructed and accessible at all times to the meter reader.

(g) The District does not assume the responsibility of inspecting the private piping or apparatus, or electric connection and is not responsible for any damages resulting from a break or failure thereof.

(h) The Account Holder and Property Owner shall guarantee proper protection for District property placed on the premises, and shall be responsible for the cost and repair of damaged property.

(i) Each Property Owner serviced by the District shall grant or convey, or shall cause to be granted or conveyed to the District a perpetual easement and/or right-of-way across any property owned or controlled by the Property Owner wherever said perpetual easement and/or right-of-way is necessary for the Districts' water and sewer facilities lines, property apparatus or equipment, so as to be able to furnish service to the property.

VIII. Request for Disconnection:

(a) A request for Disconnection from the Suwannee Water and Sewer District shall be made in writing and delivered to the District Office. The Disconnection from the System will occur at the end of the paid up period of service. The date of request for Disconnection of service or the request of disconnection will be the date it is received at the District office.

(b) During the first six months of disconnection, the minimum rates will continue to be charged for water and sewer. The monthly charge will remain due and payable as set forth herein and penalties and fees shall apply if applicable. If a customer or property owner request reconnection to the system within the Six months from request for Disconnection the following additional surcharges will apply:
i. If the request is made from day 1-60 a charge of $200.00 shall be added to the minimum monthly rates and fees that have accrued.

ii. If the request for reconnection is made from day 61-120 a charge of $400.00 shall be added to the minimum monthly rates and fees that have accrued.

iii. If the request for reconnection is made from day 121 until the running of a one year period a charge of $800.00 shall be added to the minimum monthly rates and fees that have accrued.

iv. If the request for reconnection is made from one year and one day to two year period a charge of $1,000.00 shall be added to the minimum monthly rates and fees that have accrued.

v. If the request for reconnection is made from two years and one day to three year period a charge of $1,400.00 shall be added to the minimum monthly rates and fees that have accrued.

vi. If the request for reconnection is made after three years and one day an amount equal to a new reconnect fee must be assessed.

(c) Upon the making of a written request for Disconnection, the District shall at their time and discretion disconnect the water meter and grinder pump and any other District property and remove same.

IX. New Connections to Sewer/Water System; Reconnections

The District will assess a fee to install all needed facilities, lines, apparatus, equipment, etc., for the connection of previously unconnected parcels of property to the Sewer and Water system(s). The District will assess fees to reconnect all parcels or accounts that have been, disconnected or had services suspended pursuant to these rules and regulations

X. Disconnection of Service for reasons other than non-payment.

(a) The District may suspend services and charge a penalty to any account holder for any of the following acts committed by any account holder, any property owner or any occupant of the property receiving water and or sewer service:
- Fraud against the District, including but not limited to theft of services and or abuse, destruction or theft of District Property.
- Violation of any of the Districts Rules or Regulations.
- Tampering with a meter, grinder pump, control device, measuring device or other District Property.
- False statement(s) made on application.
- Failure to pay increased deposit under III (d), above.

(b) If the violation listed in (a) above, is correctable the District Manager shall give written notice to the account owner and property owner as follows:
(j) the nature of the violation,
(ii) a reasonable amount of time for correction of the violation.
(iii) that water and sewer service will be disconnected and the account closed if the violation if not corrected as required.

If the violation is not corrected the District will proceed with suspension of services and disconnection from the system.

(c) If the violation listed in (a) above, is not correctable, or if the violation constitutes an emergency or if the violation is a repeat violation the District may proceed with suspension of services and disconnection from the System.

(d) The District shall arrange for the disconnection of the water meter and grinder pump including but not limited to lock out and or removal of the property. The District will apply the deposit against the total amount due under the account and close the account. If the deposit is insufficient to pay the total amount due, the District will bill the account holder and all property owners for the account balance. The District may at its option move forward with the process of collection of the debt including but not limited to placing a lien on the real property.

(e) Following the disconnection for a non correctable violation, repeat violation, or failure to correct in a reasonable time period or other reasons set out in (a) above, service will be restored for the same account holder and or property owner only after proof of the correction of the violation is submitted to the District Manager, (if applicable) and the following amounts are paid:

(i) all unpaid amounts due on the account.

(ii) FEES SET OUT IN PARAGRAPH VIII (b).

(iii) a new deposit in an amount equal to two times the required deposit under the current rules and regulation,

XI. Reconnection of Services.
The District upon proof of compliance with all District Rules and Regulation, upon request of the account holder or property owner, payment of all outstanding and applicable charges, penalties and fees as set out in these rules will reconnect water and sewer service.

XII. Temporary Suspension of Service.
The District may temporarily suspend service for any of the following reasons, without liability to any person or entity.

- Emergency repairs
- Insufficiency of supply.
- Legal process.
- Direction of governmental or public authorities.
- Strike, riot, war, fire, flood, hurricane, accident or any other unavoidable cause or Act of God.

XIII. Liability.
The District shall not be liable to any account holder or property owner for damage of any kind whatsoever resulting from the providing of water and sewer service to the account holder or property owner, including but not limited to the construction of the water and sewer system, maintenance to the water and sewer system, or the performance, or taking of
any other action that is related to the business of the District. The District shall not be
responsible for the negligence of third persons, or causes beyond the control of the District,
resulting in any damages to any person or property. All account holders and property
owners agree to indemnify and defend the District to the greatest extent allowed by Florida
law, for their actions or actions of third parties that create damages to real or personal
property, harm or death to persons or create any other causes of action against the District in
the Districts actions in providing water and sewer services.

XIV. Service calls;
The Account Holder and the Land Owner will be responsible for the charges, costs and
expense of a service call necessitated by action of the Account Holder, Property Owner or
third party.

XV. Intentional Damage, theft of utilities.
Intentional Damage or theft of utilities, may subject the acting party to criminal prosecution
and sanctions as provided by ordinance of Dixie County and the applicable laws of the State
of Florida and/or any applicable civil action. Theft of utilities is also defined as the
unauthorized receipt of District services.

XVI. Changes and Modification of Rules and Regulations;
This Document shall survive all changes and modifications and is severable in whole or in
part, in that if any part, section or sentence is found to be unenforceable that shall not effect
the enforceability of the remaining portion. Account Holders are responsible for being on
notice and complying with all the Rules and Regulations of the Suwannee Water & Sewer
District including any changes, or modifications to the Rules and Regulations by the District
Board.

XVII. Payments, Fees, Penalties and monetary sums.
Shall be set by a FEE SCHEDULE, as established and adopted by resolution of the District
Board pursuant to powers set out as referenced in Dixie County Ordinance 94-04 and any
amendments and changes made there to. The afore referenced fee schedule will be attached
hereto.

Adopted and amended this 12th day of May, 2014

Chairperson

Attested to by:

Secretary
### SUWANNEE WATER & SEWER DISTRICT

#### FEE SCHEDULE

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
<th>Section</th>
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<tbody>
<tr>
<td>New Customer Account Fee</td>
<td>$25.00</td>
<td>II(a)</td>
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<tr>
<td>New Connection Fee</td>
<td>$4,500.00</td>
<td>IX</td>
</tr>
<tr>
<td>Residential Deposit</td>
<td>$172.00</td>
<td>II(a), III</td>
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<tr>
<td>Minimum Commercial Deposit</td>
<td>$344.20</td>
<td>II(a), III</td>
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<tr>
<td>Residential Minimum Monthly Water Bill</td>
<td>$37.75</td>
<td>IV(a)</td>
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<tr>
<td>Residential Minimum Monthly Sewer Bill</td>
<td>$33.30</td>
<td>IV(b)</td>
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<td>Monthly Residential Grinder Pump Fee</td>
<td>$15.00</td>
<td>IV(c)</td>
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<tr>
<td>Commercial Minimum Monthly Water Bill</td>
<td>$37.75</td>
<td>IV(a)</td>
</tr>
<tr>
<td>Commercial Minimum Monthly Sewer Bill</td>
<td>$36.80</td>
<td>IV(b)</td>
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<tr>
<td>Monthly Commercial Grinder Pump Fee</td>
<td>$15.00</td>
<td>IV(c)</td>
</tr>
<tr>
<td>Residential excess Water/Sewer</td>
<td>$1.70/1000 gallons</td>
<td>IV(a) and IV(b)</td>
</tr>
<tr>
<td>Commercial excess Water/Sewer</td>
<td>$1.70/1000 gallons</td>
<td>IV(a) and IV(b)</td>
</tr>
<tr>
<td>Disconnection /Reconnection Fees</td>
<td>(as set by rules generally; see)</td>
<td>IV, VIII, IX, X, XI</td>
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<td>Late Fee Penalty</td>
<td>10% of Bill</td>
<td>IV(d)</td>
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<tr>
<td>Fee For return check for NSF</td>
<td>$25.00</td>
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<tr>
<td>Additional Reconnect Charges</td>
<td></td>
<td>IV, VIII, IX, X, XI</td>
</tr>
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<tr>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td>Meter Re-read Fee</td>
<td>$25.00</td>
<td>V, VI(c)</td>
</tr>
<tr>
<td>Meter Test Fee</td>
<td>$25.00</td>
<td>VI(d)</td>
</tr>
<tr>
<td>Service Call Fees</td>
<td>$60.00/hr plus costs</td>
<td>XIV</td>
</tr>
<tr>
<td>Violation Charges up to per day</td>
<td>$250.00</td>
<td>X (a)</td>
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Revised May 12, 2014